



MEMORANDUM

TO: All Consolidated Chief Information Officers

FROM: Rafael Diaz, Chief Security Officer 

DATE: March 24, 2009

SUBJECT: Annual IT Recovery Workshop

BCCS recently completed the annual Recovery Services Workshop to discuss and communicate the State's technical recovery capabilities. This year we focused on the topic of business continuity planning and how our technical infrastructure recovery capabilities are only one component to the State's ability to continue operations in the event of an outage.

As confirmed in the workshop, current status remains that BCCS has not received disaster recovery requirements for critical distributed applications from your agency. (Distributed applications are essentially non-mainframe applications). The current vehicle to stand up recovery services is the cold site recovery contract with IBM. Time needed to recover is uncertain without appropriate prior planning and testing.

We strongly urge your agency to consider the business impact during a catastrophic systems failure, and develop the contingency plans, including infrastructure requirements, for your critical distributed environments and communicate these to BCCS so they may be included in recovery efforts.

Agency Action Items:

1. *Distributed Application Recovery* – develop and provide recovery information to BCCS through your DR coordinator to develop technical specifications and cost estimates for cold site recovery.
2. *Data Classification* – define and classify the application data for all your systems through your DR coordinator to ensure appropriate security safeguards are in place. Include application owner and data owner.

Highlights from the workshop:

1. *Comprehensive Exercise* – successfully tested recovery procedures for 12 mainframe applications from 4 agencies, in 36 hours.
2. *Future Exercise Capabilities* – expand testing to include distributed components, a website (Illinois.gov), and stress testing (high volume transactions).

3. *Alternate Computing Facility* – continuing the contract negotiations to procure a northern IT computing facility. This will eventually be equipped to provide failover recoverability.
4. *Business Continuity Planning Roundtable* – four agencies and two solutions partners joined in a discussion on the importance of and the “how to” of business continuity in an economic downturn.
5. *Data Classification Collection* – as part of the recovery services data collection process and in order to assure the security of the data, BCCS is asking agencies to identify which applications transact and store confidential / sensitive data. We are also asking agencies to identify the following resource custodians:
 - a. Application owner
 - b. Data owner

We look forward to continuing our services in the on-going effort to ensure the availability, confidentiality and integrity of your systems.